

How Do You Establish Student Identity Remotely: A Survey



Renee Shuey, Penn State
Ann West, Michigan Tech/Internet2/InCommon Federation

Topics

- Stories
- Trends
- Process study
- Survey

Stories

Sara, high school student, requests an account from My University to start the application process. Sara provides her name and email address and chooses a netid from a list provided her. She then receives a one-time URL via email and clicks on it to set up her password.

After filling out the application process, she clicks submit. Her parents fill out the FASFA form and send that in too. Later, she receives her acceptance letter and signs in to the admissions portal to view her financial aid package.

Should Sara view her financial information?

Stories

Happy Valley Technical College (HVTC) decided to offer a remote option for students interested in systems administration certification. These adult students would be doing all their class work remotely in a virtual environment and never see their classmates and instructor except via Adobe Connect.

Come graduation time, HVTC awarded certification to all the students in the program. How do they know the right individuals are receiving these academic credentials?

Trends

- HEOA, HIPAA, GLB, FERPA
- Financial Aid Fraud
- Distance degrees
- Secure services

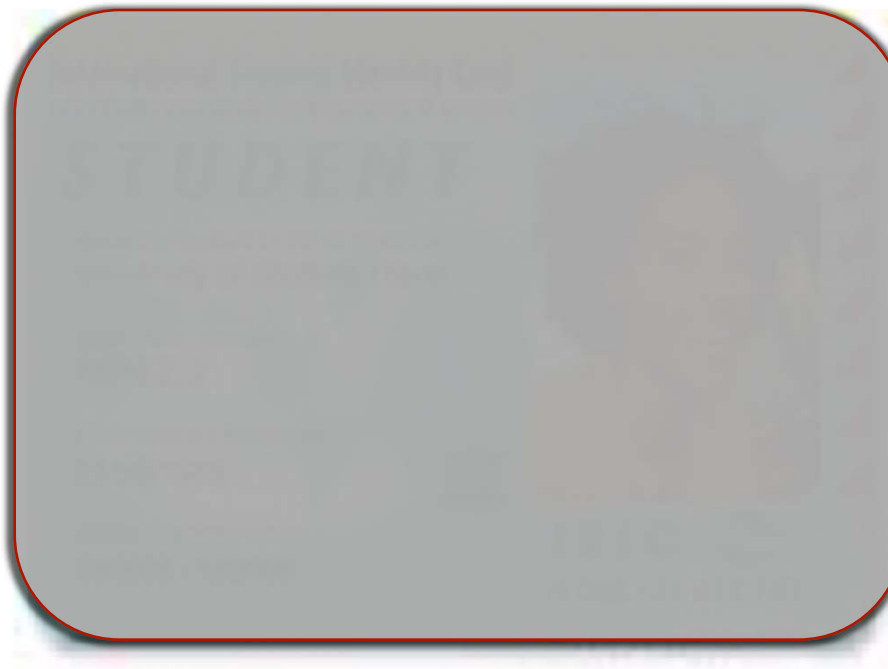
More Trends

- Federal government credentials
- Higher-value services (aggregated student loan views)
- Access to more services online earlier in the process

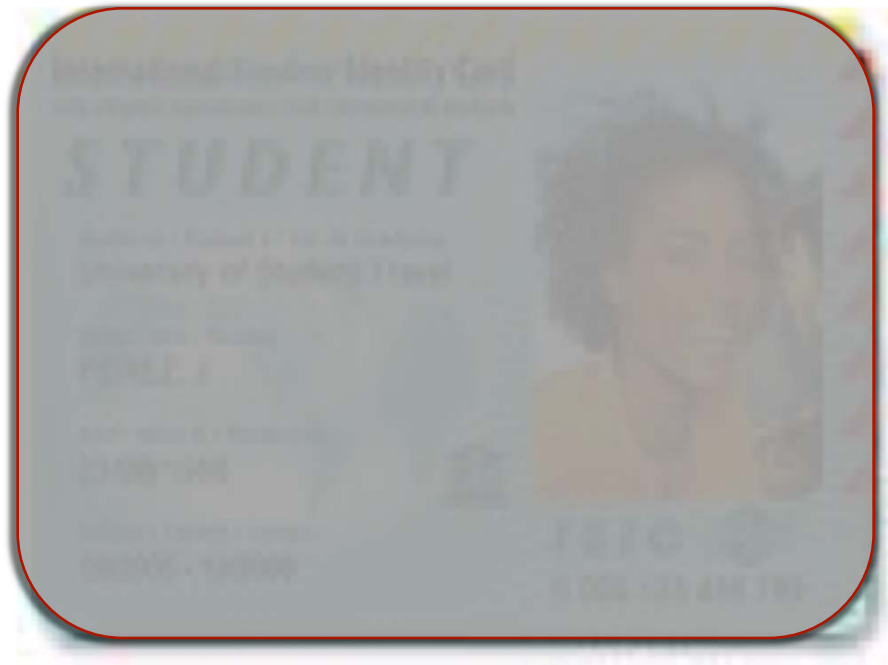
Establishing Student Identity

Let's take a look!

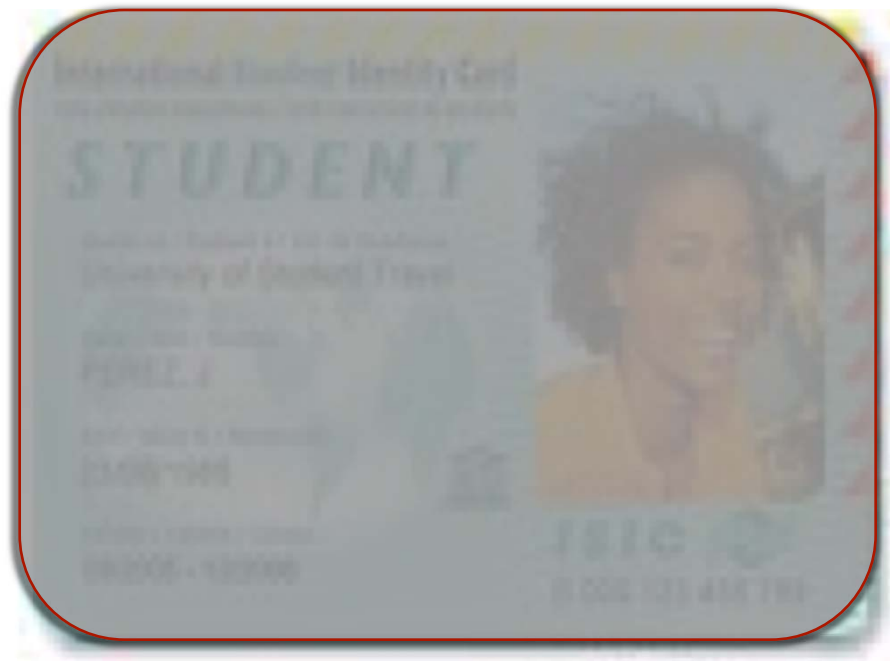
Information comes in.....



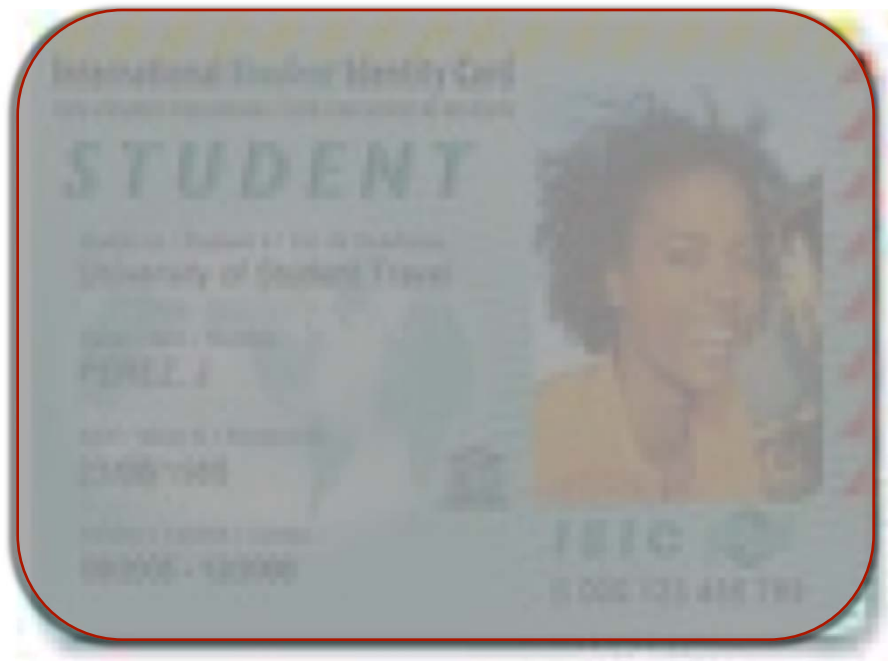
Someone makes contact.
They look like the same person...



They sign up for an account.
You verify their email address...



They apply to your institution.
You verify their postal address...



They apply for financial aid.
You receive notification from the Feds...



You accept them.
They pay their enrollment deposit...



They accept, register for classes.
They go through orientation...



The Actors in Order of their Appearance

- **Identity Vetting** is the process by which information about a person is gathered. Certain aspects are verified (like is the email address valid) and used to provide some level of assurance that the person is who they claim to be.
- **Identity Proofing** is the process used to establish the identity of the individual to whom the credential was issued by having them present other identifying documents such as a passport or drivers license. (Presented physical credentials might be verified at this stage too.)
- **Identity Mapping** is the process whereby the physical user is coupled with the correct electronic identity information. Typically this is done just after the identity proofing stage.
- **Credentialing** is the process where the user is assigned a credential (netid) and completes the process to set up the first factor for authentication (typically a password).
- **Authentication** is verifying that the person seeking access to a resource is the one previously identified and approved. **Proper authentication requires that the processes that precede it are not compromised.**

Authentication

Key to a solid, trustworthy authentication process

3 Factors

- Something you know
- Something you have
- Something you are

Admissions Registration Process



Financial Aid
Info Received

Third-party
Info Received

FIRST
CONTACT
MADE

APPLICATION
RECEIVED

ACCEPTED

DEPOSIT
PAID

REGISTERED/
ORIENTATION

Identity
Assured
✓

Your Certainty



Identity Management On-boarding


Identity Vetting

Loose Id
Mapping

Credentialing

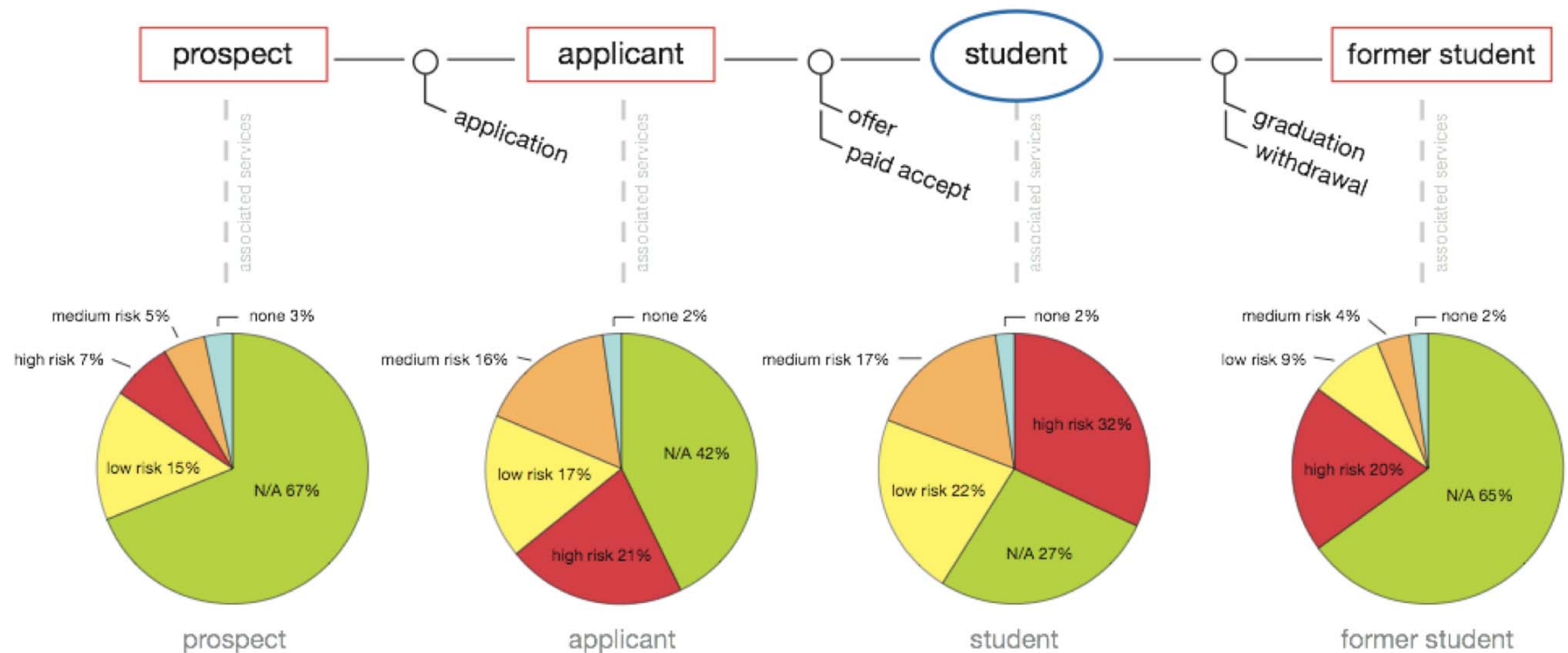
Identity
Proofing

Tight Id
Mapping

 1855	A	B	C	D	E	F	G	H
Service	Prospect	Student-to-be (PDACC, New nondegree, returning)	Non-Credit Student	Student	Grad-Student	Alum (former Student	Alum Association	
Act 48			H	H	H	H		
Aid Early Aid Estimate	L					h (eLion)		
Aid Exit Counseling								
Aid Summary	H	H		H	H			
Aid Verification	H	H		H	H			
AlcoholEdu		L		L				
ANGEL	N-H	N-H	N-H	N-H	N-H	N-H	N-H	
Athletic Tickets		H		H	H			
Authentication (currently Access Accounts & FPS)	X	X	X	X	X	X	X	
Blogging		M		M	M			
Computer Labs		M		M	M			
Computer Store		M		M	M			
Directory Entry (multiple directories)	L	L	L	L	L	L	L	
Downloads (software)				M	M			
eLion	N-H	H		H	H	FH		
Email		H	H	H	H			
Email forwarding for life (future)						FH	FH	
EMBARK – (pre student)	L							
Talisma (World Campus Grad app's)	FL							
Enrollment Verification (outsourced to NSC) – current and former students + non students			L	L	L	L		
ePortfolio		M	M	M	M	FM	FM	
eSignature for Student Loans – Perkins and University Funded		H		H	H			
Entrance to Major (ETM) for students abroad				H				
FAFSA on the Web (External Federal App)	X	X	X	X	X			
Fitness passes		L		L	L			
FTCAP		L		L				
Graduate School Application	L				H			
Health Insurance (HY)					X			
Health Services (Immunization)		L		L	L			
Housing (offered admission)		L	L	L	L			
ID+ Card		H		H	H			
Educational program participants (IECP, etc.)			L-H	L-H	L-H			
Information Website for eDisclosures (admits)	?	?	?	X				
International students (special services?)				H	H			
Rescom Internet Connection Registration		L	L	L	L			
Library Access	L	L	L	L	L	L	FL	
Meal Plans		M	M	M	M			

Undergraduate Student

Life Cycle Stages and Services Risk Level

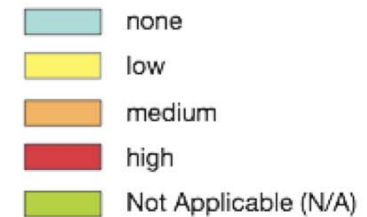


NOTES:

1. In the context of transitions in student-university affiliations the ending of one affiliation (inactivation) can spawn a new affiliation.

2. While maintaining alumni status an individual could establish other student-university affiliations.

KEY:



Admissions Registration Process



Financial Aid
Info Received

Third-party
Info Received

FIRST
CONTACT
MADE

APPLICATION
RECEIVED

ACCEPTED

Identity
Assured
✓

DEPOSIT
PAID

REGISTERED/
ORIENTATION

Your Certainty



Identity Management On-boarding

Identity Vetting

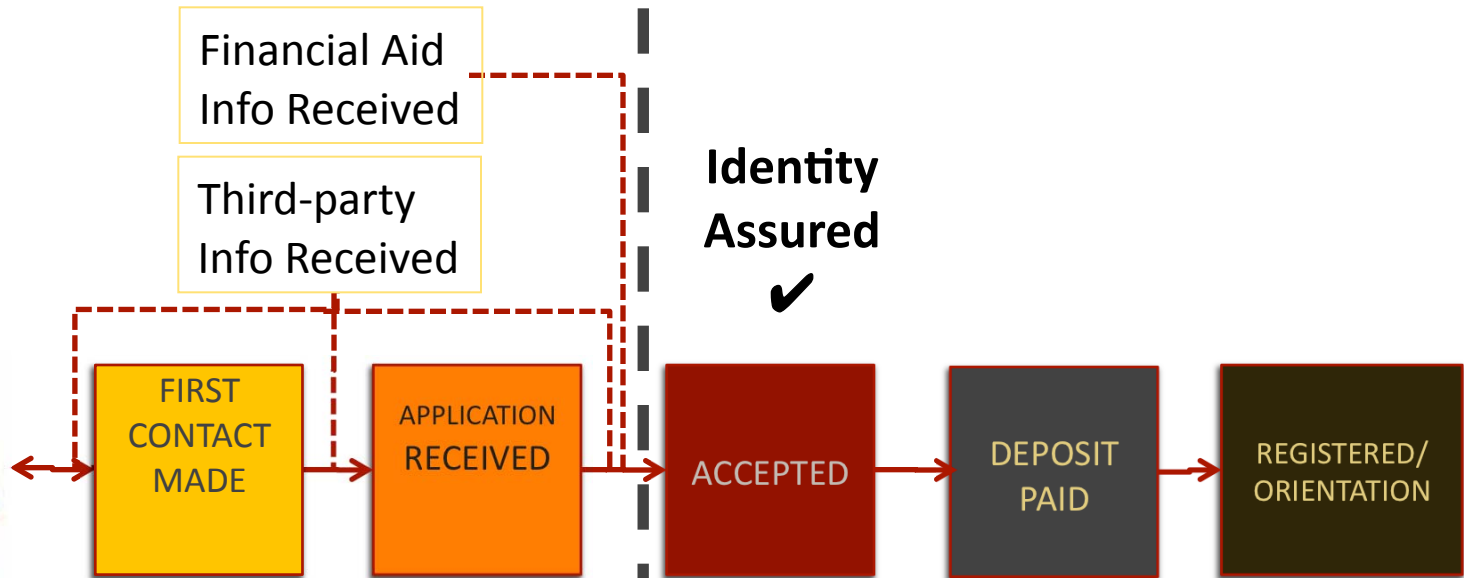
Loose
Mapping

Credentialing

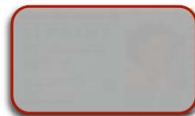
Identity
Proofing

Tight
Identity
Mapping

Admissions Registration Process



Your Certainty



Identity Management On-boarding

Identity Vetting

Loose Id
Mapping

Credentialing

Identity
Proofing

Tight
Identity
Mapping

Survey

- InCommon Federation and AACRAO
 - Release this fall
 - Compilation of common practice
 - Final practices will be reviewed and made available
- Focus on business process; not technology
- Distance Education Audience
 - Degree-granting programs

Sample Questions

How do you begin your recruiting process (Check all that apply)?

Internal aggregation of "Suspects" (Inquiries, camp attendees, etc)

Obtain potential "suspects" from third Party

When do you first learn about prospective students? (Check all that apply.) Test score

Referrals

High School Meetings

Alumni/other "gatherings"

Phone Inquiries

Other _____

How do prospective remote students make initial contact? (Check all that apply.) Submit an application

Email Inquiry

Inquiry through Campus Portal

Phone Inquiries

Request for Site Visit

Response to CRM Campaign

Other _____

Sample Questions

At what point is the first login credential assigned (e.g. email address, userid/password pair, etc.)?

First contact from prospect and request for information

Initial application

Completed application portfolio

Admitted

Received deposit/earnest money

Registration completed

We don't assign initial login credentials. We accept existing credentials from services like Google, Facebook, Twitter.

Other _____

For what purposes is this initial login credential used? (Check all that apply.) Admissions

Financial aid

Housing

Course enrollment

Learning management system access

Distance education services

Testing/assessment

Campus services (portal, calendar, mail, etc.)

Other _____

Sample Questions

How is this initial login credential communicated to the remote person? (Check all that apply.)

- Send via US Postal Mail
- Send to a prospect-provided mobile number
- Send via email to a prospect-provided address
- Send a one-time link to a password selection page (via US Mail or email or mobile)
- Ask a prospect to access a webpage and choose/obtain login credentials (userid/password)
- Other _____

Is this initial login credential used throughout the student's tenure?

- Yes. (If yes, skip the next question.)
- No

If another login credential is assigned, please indicate at what point the permanent login credentials are established?

- Initial application
- Completed application portfolio
- Admitted
- Received deposit/earnest money
- Registration completed
- Other _____

Shameless Plea

- Looking for a few test campuses
- Contact awest@internet2.edu

How is it done today? (We think...)

- Not done – preponderance of evidence
- Electronic Notaries
- Public Notaries
- Video/Skype?
- Vendors - Acxiom Identify-X service; Lexus-Nexus and others

Exceptional Challenges

- International students
- Security and cost versus scale
- Returning students

Resources

- InCommon IAM Online – Remote Identity Proofing Webinar
 - <http://internet2.na6.acrobat.com/p25014162>
- AACRAO Remote Identity Proofing Webinar
- InCommon Student Services Collaboration Group
 - <https://spaces.internet2.edu/display/InCCollaborate/InC-Student>

The End

- Renee Shuey, Penn State
 - rshuey@psu.edu
- Ann West, Internet2/InCommon/Michigan Tech
 - awest@internet2.edu



Impact of the HEOA on Distance Education

1. Campuses will need to establish a unique username/ password solution if they have not already done so (ITC Annual Survey for 2008 found that 96% of institutions report they already do this)
2. Campuses will eventually need to expand beyond this standard based on anticipated accreditation expectations and improving solutions
3. Anticipated increased attention to academic integrity issues

The issue of academic integrity

➤ From the ITC Annual Survey 2008:

“Clearly, an undercurrent of the discussion is the assumption that fraudulent activity is occurring in online courses. Sadly, there is no definitive national data to confirm or refute this assumption. We know that distance education programs are vigilant in monitoring for fraud and dishonesty -- and based on the realities of the HEOA -- programs will have to redouble efforts going forward to ensure course and program integrity.”

Committee Language

602.17 Application of standards in reaching an accreditation decision.

- (g) Requires institutions that offer distance education or correspondence education to have processes in place through which the institution establishes that the student who registers in a distance education or correspondence education course or program is the same student who participates in and completes the course or program and receives the academic credit. The agency
- (1) Requires institutions to verify the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as --**
 - **(i) A secure login and pass code;**
 - **(ii) proctored examinations; and**
 - **(iii) New or other technologies and practices that are effective in verifying student identification;**
- (2) Makes clear in writing that institutions must use processes that protect student privacy and notify students of projected additional student charges associated with verification of student identity, if any , at the time of registration or enrollment.

HEOA Clarifying Language

- "The Conferees expect institutions that offer distance education to have security mechanisms in place, such as identification numbers or other pass code information required to be used each time the student participates in class time or coursework on-line. As new identification technologies are developed and become more sophisticated, less expensive and more mainstream, the Conferees anticipate that accrediting agencies or associations and institutions will consider their use in the future. The Conferees do not intend that institutions use or rely on any technology that interferes with the privacy of the student and expect that students' privacy will be protected with whichever method the institutions choose to utilize."

- ITC